



City of South Bend

Vacancy Announcement

Post Date: Thursday, February 12, 2015

Closing Date: Until filled

CHIEF TECHNOLOGY OFFICER

Category: Full Time

Department: Administration & Finance

Reports To: City Controller

Schedule: Monday-Friday, 8:00 am-5:00 pm. Hours may vary based on operational needs.

Pay Rate: \$80,000-\$95,000/yr. (Exempt)

Position: **SUMMARY**

Reporting to the City Controller, the Chief Technology Officer is responsible for providing a compelling vision and strong leadership in the orchestration of information technology initiatives. The CTO directs the planning and implementation of enterprise IT systems in support of City operations focused on strategic applications, service quality, cost effectiveness, and business development.

SUPERVISION EXERCISED

Responsible for overseeing departmental functions and supervision of 6-8 staff members.

ESSENTIAL DUTIES AND RESPONSIBILITIES

This list represents the types of duties required by the position. Other duties may be assigned as reasonably expected.

Strategy & Planning

- Participate in strategic and operational governance processes of the City as a member of the City's leadership team.
- Lead IT strategic and operational planning to achieve organizational goals by establishing an information technology governance model, fostering innovation and coordinating the evaluation, deployment, and management of current and future IT systems across the organization.
- Establish IT departmental goals, objectives, and operating procedures.
- Identify opportunities for the appropriate and cost-effective investment of resources including staffing, sourcing, and financing IT systems.
- Develop, track, and control the information technology annual operating and capital budgets.
- Develop business case justifications and cost/benefit analyses for IT spending and initiatives. Assess and communicate risks associated with IT investments.
- Direct development and execution of an enterprise-wide disaster recovery and business continuity plan.
- In close coordination with the Chief Innovation Officer of the City, align technology-related initiatives to ensure mutual success.

Governance, Acquisition & Deployment

- As part of an overall governance model, coordinate and facilitate consultation with stakeholders to define business and systems requirements for new technology implementations.
- As part of portfolio management, guide the processes to approve, prioritize, and control projects.
- Review hardware and software acquisition and maintenance contracts and pursue master agreements to capitalize on strategic partnerships and economies of scale.
- Define and communicate corporate plans, policies, and standards for the organization for acquiring, implementing, and operating IT systems.

Operational Management

- Ensure continuous delivery of IT services through oversight of service level agreements with end users and monitoring of IT systems performance.
- Keep current with trends and issues in the IT industry, including current technologies and prices. Advise, counsel, and educate the City's leadership team and management on their competitive or financial impact.
- Promote and oversee strategic relationships between internal IT resources and external entities, including suppliers/partners, other governmental entities, the education sector, and nonprofits in the community.
- Supervise recruitment, development, retention, and organization of all IT staff in accordance with personnel policies.
- Ensure IT system operation adheres to applicable laws and regulations.

NON-ESSENTIAL DUTIES AND RESPONSIBILITIES

- Other duties as assigned.

QUALIFICATIONS

To perform this position successfully, an individual must be able to perform each essential duty in a satisfactory manner. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE

- BA/BS degree in a STEM (Science, Technology, Engineer, and Mathematics) field or business administration with a focus on technology management.
- At least 8 years' experience managing and/or directing an IT operation.

KNOWLEDGE, SKILLS AND ABILITIES PREFERRED

- Experience in strategic planning and execution.
- Considerable knowledge of business processes.
- Substantial exposure to computing platforms and enterprise software applications.
- Well-versed in the implications of cloud computing.
- Experience with systems design and development from requirements analysis through implementation and support.
- Excellent understanding of project management principles.
- Demonstrated ability to apply IT in solving business/educational problems.
- In-depth knowledge of applicable laws and regulations as they relate to IT.
- Strong understanding of human resource management principles, practices, and procedures.

- Proven leadership ability.
- Ability to set and manage priorities judiciously.
- Excellent written and oral communication skills.
- Excellent interpersonal skills.
- Exceptional service orientation.
- Ability to motivate in a collaborative environment.
- Strong negotiating skills.
- Ability to present ideas in business-friendly and user-friendly language.
- Exceptionally self-motivated and directed.
- Superior analytical, evaluative, and problem-solving abilities.
- Availability for after-hours meetings with City leadership and members of the city council.
- On-call availability for emergencies and high-level issues.
- Ability to travel periodically

CERTIFICATES, LICENSES, REGISTRATIONS

- Valid Driver's License.

EQUIPMENT

Desktop and Laptop Computers, Telephone, Copy Machine, Fax Machine.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and walk, and talk or hear. The employee is occasionally required to walk; use hands to fingers, handle or feel objects, tools or controls; and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required in this job include vision and the ability to adjust focus.

WORK ENVIRONMENT

Work is performed in an office setting, with moderate inside temperatures. The noise level in the work environment is usually quiet to moderate. Entire office is smoke free.

EQUAL OPPORTUNITY EMPLOYER

All qualified applicants will receive consideration for employment without regards to age, race, color, religion, sex, disability, veteran's status, national origin, genetic information, or sexual orientation. Reasonable accommodations for persons with a known disabling condition will be considered in accordance with State and Federal Law.

TO APPLY

All applications for currently posted positions will be submitted online at www.southbendin.gov or at the City of South Bend Office of Human Resources, 227 W. Jefferson Blvd., 12th Floor, South Bend, IN 46601.

Drug Screen Required

Comprehensive Background Check Required